

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

September 24, 2008

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TITLE: Eligibility Assistant II
POSITION: 30355
LOCATION: Human & Community Services Division, Helena
STATUS: Full-Time/Permanent
UNION: MPEA
PAY GRADE: Pay Plan 20, Pay Band 3
STARTING SALARY: \$22,476 - \$23,037 annually. Depending on qualifications and internal equity.
SUPPLEMENT: Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, October 8, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is located in the local Office of Public Assistance. Duties include providing specialized office support, performing clerical and receptionist duties within the work unit and providing limited eligibility functions under direct supervision. The person in this position is responsible for providing such support services as typing correspondence and specialized material; maintaining records, manuals, and inventories; receiving calls; greeting clients; scheduling appointments; performing eligibility functions including, screening, assisting clients, making appropriate referrals, maintaining ongoing cases, initiating action on specific programs; and performs other job-related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of basic office procedures, (i.e., general office work; telephone etiquette; meeting the public); and good work habits and ethics.

Skills: Skill in the use of personal computers and software including, word processing, spreadsheets and email functions; other office machines; and multi-tasking and prioritizing.

Abilities: Ability to establish and maintain working relationships with clients, co-workers, other agencies and the public; communicate orally and in writing; apply basic mathematical computations; and learn multiple tasks quickly as the pack of work can be intense for extended periods of time.

EDUCATION/EXPERIENCE REQUIRED: High School Diploma or GED **AND** one year of professional experience in clerical, business administration, accounting, insurance, taxes, real estate, law enforcement, or human services related field. One year of vocational education is preferred.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev. 5/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 of PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena, MT 59604; and
4. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire**, documentation that he/she is authorized to work in the United States. Examples of such

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documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Eligibility Assistant II

Position #: 30355

Location: Human & Community Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Describe your experience dealing with the public, including as a receptionist or customer service representative (e.g., answering the telephone, greeting the public, explaining programs and answering questions).
2. List any experience you have had assisting and/or working with low-income individuals.
3. Please describe your computer proficiency with Microsoft Word, Excel, Outlook and Internet skills. With each example, include employment dates and years of experience.